



QUALIFICATION
REVIEW

Sterilisation Services



HumanAbility



Functional Analysis

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Executive Summary

As part of the sterilisation services qualifications review project, a functional analysis was conducted to systematically define the roles, tasks, and skill requirements within the sterilisation services profession. This structured approach breaks down the occupation into core and supporting functions, identifying the knowledge and performance outcomes required across different job roles, qualification requirements and training gaps to ensure alignment with current and emerging industry demands.

The desktop research provided insights into workforce skills requirements, organisational structures, and trends within the sterilisation services sector. A thematic analysis of job advertisements for roles such as sterilisation technicians and assistants revealed key qualifications, skills, and attributes prioritised by employers. These findings highlighted the evolving nature of job responsibilities.

Employer interviews provided valuable qualitative data, offering a deeper understanding of the practical skills, functions, and challenges experienced by sterilisation services professionals. The findings highlighted that the workforce performs a critical role in maintaining infection prevention and control standards across healthcare environments. Employers emphasised that success in these roles requires not only technical proficiency but also a high level of accountability, teamwork, and situational awareness.

Across the interviews, several core competencies consistently emerged as essential. These included:

- effective communication to support coordination across multidisciplinary teams
- digital literacy to manage electronic tracking systems, documentation, and equipment calibration
- English literacy to interpret complex technical instructions and workplace policies
- adaptability to respond to technological advances and procedural updates.

Employers also noted the growing need for critical thinking, problem-solving, and initiative particularly in managing workflow pressures and ensuring compliance with infection control protocols.

Strong knowledge of reusable medical device processing, tracking procedures, technical proficiency in sterilisation services workflows, and effective teamwork capabilities were commonly sought-after skills. These trends reflect the changing expectations of employers in the sector and underscore the need for training products that equip learners with the skills required to thrive in healthcare environments

Workshops held with stakeholders from both metropolitan and regional locations, and across organisations of varying size and service capacity, further validated these findings. Participants confirmed that while foundational technical skills remain vital, there is an increasing emphasis on cultural competence, continuous improvement, and collaboration across departments. The workshops also highlighted variations in work practices depending on the facility size, available technology, and workforce composition, reinforcing the need for flexible training approaches that accommodate these differences.

The integration of employer feedback and workshop discussions informed the refinement of functional maps for the sterilisation services workforce. These maps capture the full range of work functions, interrelated tasks, and required skills that underpin safe, effective, and efficient service delivery. The

insights ensure that qualification outcomes align with contemporary industry expectations and support a workforce capable of adapting to changing clinical and operational environments.

The functional analysis findings reveal that although employers typically prefer staff to hold the Certificate III or IV in Sterilisation Services, a shortage of qualified professionals has prompted shifts in recruitment practices. Many employers now recruit individuals with no training or experience and provide in-house training to build the required technical skills. Some employers recruit and appoint employees to sterilisation services positions on the provision that enrolment and completion of Certificate III in Sterilisation Services is a condition of employment. In these situations, employees are funded to complete this qualification.

Ultimately, the functional analysis process confirmed that the sterilisation services sector requires a workforce equipped with strong technical foundations, robust communication and literacy skills, and the capacity for critical thinking and adaptability. These findings provide a clear basis for reviewing and updating the qualification structure to ensure ongoing alignment with industry needs and future workforce demands.

This report supports the redevelopment of qualifications and training products under the *HLT Health Training Package* to better meet the sectors' evolving roles, functions, and workforce requirements.

1 Introduction

The sterilisation services sector is undergoing rapid transformation, driven by technological advancements, evolving client needs, and the 2023 revision of the Australian Standard to AS 5369. The updated standard provides comprehensive guidelines for the cleaning, disinfection, and sterilisation of reusable medical devices across both health and non-health facilities, reflecting contemporary best practice and regulatory expectations.

These changes are creating new demands on the workforce. Staff are increasingly required to operate advanced sterilisation equipment, utilise digital tracking and documentation systems, and adapt to updated protocols and procedures. The revised standard also emphasises risk management, quality assurance, and compliance, necessitating a higher level of critical thinking, attention to detail, and accountability.

As the sector evolves, employers are seeking staff who are not only technically competent but also adaptable, digitally literate, and able to respond efficiently to changing workplace requirements. Emerging workforce requirements therefore include advanced technical skills, proficiency with technology-driven processes, and a strong understanding of regulatory standards and quality systems.

The sector transformation highlights the need for targeted training pathways that build on foundational skills while preparing staff for the complexity and dynamism of modern sterilisation services roles. This ensures the workforce is equipped to meet both current operational demands and future industry expectations.

Sterilisation technicians are a vital part of the health care and social assistance sectors, playing a crucial role in maintaining the cleanliness and sterility of medical instruments and equipment essential for patient safety.

The *HLT 37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services* qualifications were last reviewed in 2015. Since then, current practice, regulatory requirements and technology have evolved significantly.

A comprehensive functional analysis has been undertaken to critically review and modernise *HLT 37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services* qualifications with the aim of:

- ensuring that they are aligned with current industry needs and regulatory requirements
- facilitating clear and sustainable career pathways / specialisations to support existing and future growth in the industry
- enhancing the relevance and applicability of qualifications, thereby increasing the industry's capacity to meet growing demand and evolving challenges.

2 Purpose of the functional analysis

This functional analysis examines the roles, responsibilities, and skills required in the sterilisation services sector. It aims to align training programs and qualifications with current and emerging industry needs, providing a foundation for redeveloping qualifications to better prepare workers for the challenges and opportunities in these sectors.

The functional analysis focused on identifying key tasks, exploring industry trends, and highlighting essential competencies required for effective job performance. Particular attention was given to integrating practices.

By aligning training products with industry needs and real-world occupational outcomes, the analysis ensures that training is industry-relevant, future focused, and capable of addressing current and emerging skills demands.

This process is designed to achieve the following objectives:

- **Identify and address workforce requirements** to ensure individuals are equipped with the practical skills and knowledge essential for effective performance in real-world roles.
- **Identify deficiencies in current training products** to ensure qualifications are responsive to the evolving demands of the sterilisation services industry, employer expectations, and future workforce capabilities.
- **Map career progression pathways** within the sterilisation services sector and across related industries to support workforce mobility, upskilling and long-term professional development.
- **Review and refine training design principles** to ensure qualifications remain future-focused, adaptable, and aligned with evolving technologies and industry practices.

The functional analysis process is presented below in Figure 1.

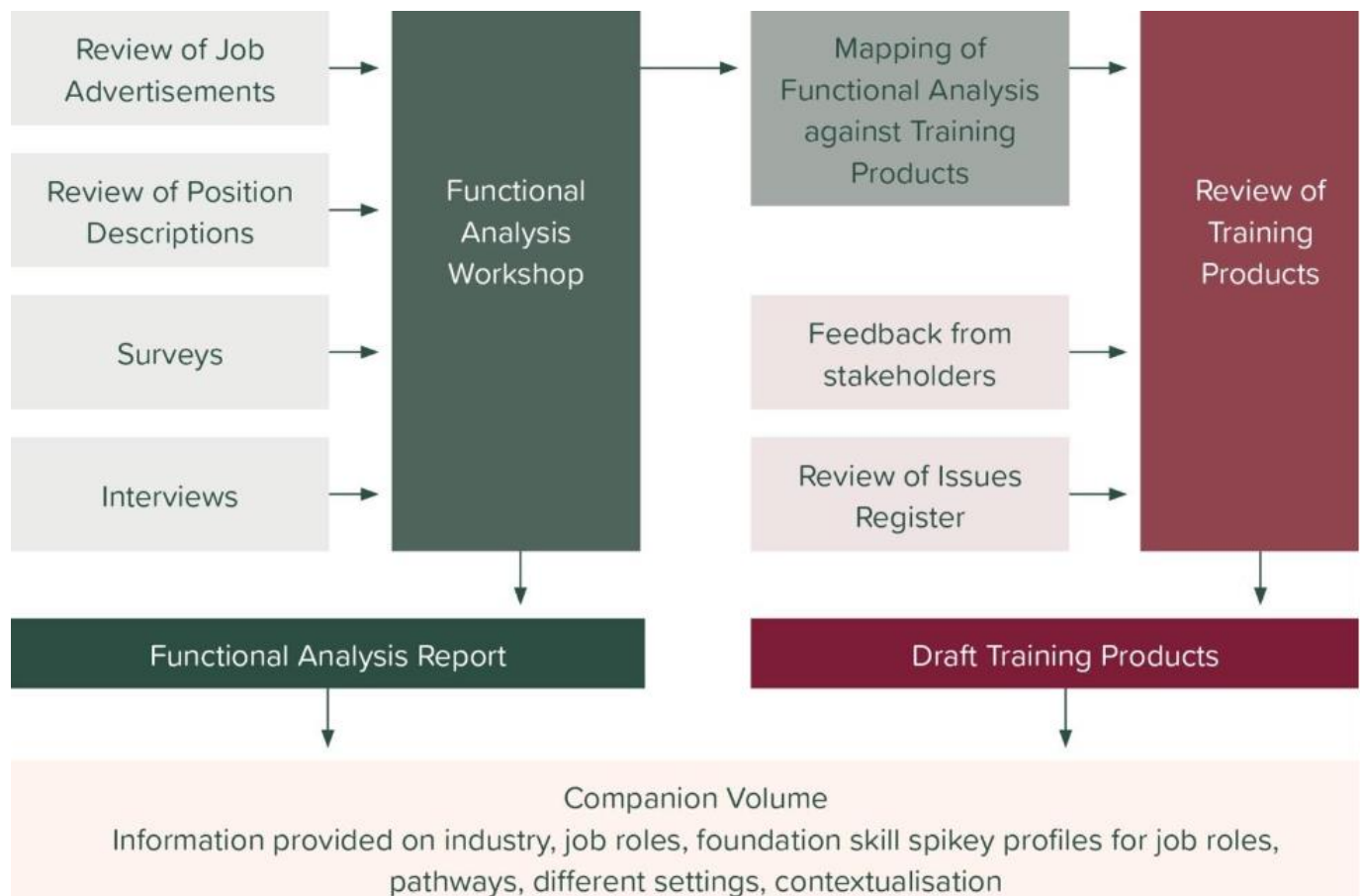
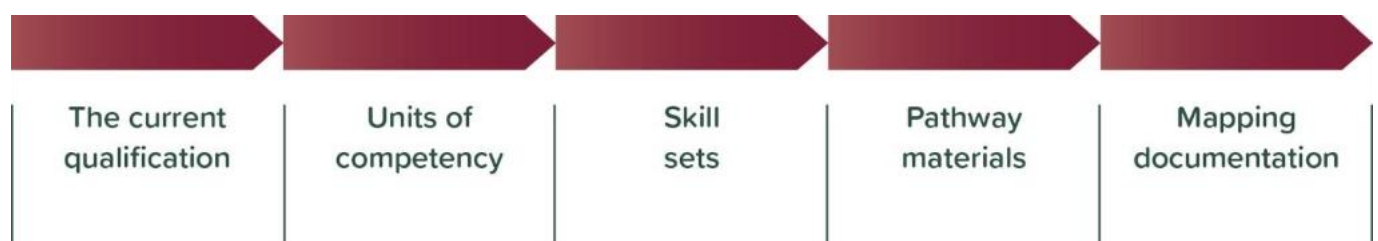


Figure 1: The functional analysis process

To ensure that training and assessment in the field of sterilisation services align with industry requirements, this analysis will form the basis for reviewing the following:



2.1 Intended audience

This report is designed to inform a broad range of industry stakeholders of the current and emerging skills requirements within the sterilisation services sector. It delivers evidence-based insights to support strategic training development, workforce planning, and policy formulation, ensuring the sector remains responsive, competitive and future-ready. The intended audience includes, but is not limited to:

- HumanAbility, to build on evidence-based practices and contribute to broader workforce research and training package review
- peak bodies, industry associations, and professional networks, to support advocacy, professional standards, and sector-wide coordination
- industry stakeholders and employers, to ensure workforce development initiatives are aligned with real-world occupational needs and future directions
- registered training organisations (RTOs) and vocational education and training (VET) professionals, to assist in developing and delivering training programs that are relevant, up to date, and outcomes focused
- skills ministers and relevant government representatives, to support informed decision-making on workforce development priorities and training policy
- Department of Employment and Workplace Relations (DEWR), to contribute to national skills strategies and program design.

By engaging this diverse stakeholder group, the report aims to foster a shared understanding of workforce challenges and opportunities, and to ensure that training solutions are industry-relevant, practical, and aligned with real-world demands.

3 Methodology

This functional analysis draws on diverse data sources and input from stakeholders across the sterilisation services sector. It focuses on identifying current and emerging job roles, qualification requirements, and skills expectations to guide workforce development and inform future revisions of the Certificate III and IV in Sterilisation Services. The methodology involved:

- reviewing publicly available job advertisements to determine workforce skills in demand
- analysing position descriptions and organisational structures from employer websites and industry sources
- identifying trends and gaps in knowledge and practice based on desktop research and stakeholder input
- capturing employer insights through employers' interviews.

3.1 Desktop research

Research was conducted using a desktop analysis methodology, with a focus on examining publicly available online sources. Desktop research involved 2 months review of public documents between May 2025 and June 2025, including job advertisements, position descriptions and industry standards. (*Appendix A: Job Advertisements Analysis Spreadsheet*). The aim was to identify common qualifications, workforce skills requirements, and job role structures within the sterilisation services sector. This approach supports evidence-based workforce planning and informs the potential development or revision of Certificate III and Certificate IV in Sterilisation Services.

The analysis focused on:

- reviewing position descriptions for roles related to optical dispensing across a range of employment levels (for example sterilisation technicians, instrument technicians, assistants in nursing, enrolled nurses, registered nurses)
- analysing job advertisements to identify recurring technical, interpersonal, and foundational skills in demand
- examining organisational structures and team hierarchies as presented on company websites and industry publications
- identifying emerging trends, future-facing job requirements, and potential gaps in workforce capabilities
- synthesising findings to provide actionable insights for qualification development and sector-specific planning.

Job Boards and Advertisements

- Seek, LinkedIn and Indeed were used to gather a wide sample of job advertisements for roles across the sterilisation services workforce.
- Job descriptions were reviewed to extract details on required qualifications, certifications, functions, technical competencies, soft skills, and experience levels.

National Centre for Vocational Education Research (NCVER)

- Analysis of training enrolments and completions data from the National Centre for Vocational Education Research (NCVER) to understand educational pathways and workforce pipelines.
- Emerging trends, such as the adoption of digital technologies, were examined to identify skills gaps and future training needs.

3.2 Employer interviews

To identify the current and emerging skill needs within the sterilisation services sector 17 semi-structured interviews were conducted with employers representing a cross-section of the sterilisation sector, including metropolitan and regional health and processing organisations. Employers were invited to participate via formal email invitations, with sessions conducted via Microsoft Teams.

These interviews provided valuable first-hand insights into the practical functions, tasks, and workforce requirements across various industry settings. Questions (*Appendix B Employer Interview Survey*) explored topics such as day-to-day responsibilities, career progression pathways, employer expectation of entry level employees and Certificate III graduates, perceived skills gaps, and challenges in processing of medical devices. The need for further knowledge and experience in infection control procedures, digital literacy and workplace communication. Interviews also captured insights on the unique requirements for regional and remote settings, including cultural competency and multi-functional roles.

The qualitative data gathered through these interviews helped clarify the real-world expectations of employers and shed light on the practical application of skills in diverse workplace contexts. The insights were instrumental in defining the core and supporting functions of optical dispensing roles, and in shaping a more accurate understanding of how the workforce operates at different levels.

Importantly, the findings from these interviews aims to inform workforce development and training strategies, ensuring that qualifications and skill sets are designed in alignment with current and future industry needs. The outcomes contribute directly to the functional analysis process and support evidence-based recommendations for updates for the Certificate III and IV in Sterilisation Services and other training products in this sector.

3.3 Functional analysis workshop

The functional analysis workshop gathered stakeholders, employers, and training providers from the sterilisation services sector to review, validate, and refine the findings from the research and employer consultations. The workshop aimed to confirm the identified functions, sub-functions, and skill requirements of sterilisation services workers, while also capturing additional insights into emerging trends, new competencies, and evolving role expectations. This collaborative process ensures that the analysis is aligned with both current industry demands and anticipated workforce developments.

3.4 Functional analysis workshop: key findings

The desktop research provided insights into workforce skills requirements, organisational structures, and trends within the sterilisation services sector. A thematic analysis of job advertisements for roles such as sterilisation technicians and assistants revealed key qualifications, skills, and attributes prioritised by employers. These findings highlighted the evolving nature of job responsibilities.

Strong knowledge of reusable medical device processing, tracking procedures, communication, technical proficiency in sterilisation services workflows, digital literacy and effective teamwork capabilities were commonly sought-after skills. These trends reflect the changing expectations of employers in the sector and underscore the need for training products that equip learners with the skills required to thrive in healthcare environments

3.5 Overview of the sterilisation services industry

Sterilisation Services operate under the broader health and social assistance industry. The sterilisation services workforce is employed in many health organisations including, public and private hospitals, day surgery units, oral healthcare facilities, instrument loan and supply businesses and reusable medical device reprocessing businesses. Businesses range in size from small (1-19 employees) to large (200+ employees). Most facilities are involved in the processing of re-usable devices. The market is expected to continue its growth trajectory, driven by rising trends in the use of reusable medical devices. Sterilisation services staff are often employed to work shift and work in a specific part of the sterilisation facility, often rotating between different parts of the facility during each shift.

Sterilisation services staff play a critical role in this sector and are responsible for the reprocessing of reusable medical devices which is paramount for infection control and client safety.

The industry faces various challenges, including workforce shortages, particularly in rural and remote areas, where smaller number of sterilisation services worker are employed. Additionally, industry stakeholders report a significant number of unqualified staff being employed and trained in-house due to the pressing need for skilled staff.

Regulation and policy

The sterilisation services sector in Australia does not require mandatory licensing for individual professionals. This regulatory flexibility enables a variety of entry pathways into the workforce, including direct employment with on-the-job training, traineeships, and formal qualifications such as the *HLT37015 Certificate III in Sterilisation Services*.

While this flexibility facilitates workforce entry and supports the rapid onboarding of staff, it also places a greater emphasis on training programs and workplace-based learning to ensure that individuals develop the technical skills, professional competencies, and compliance knowledge required to meet industry standards and deliver safe, high-quality services.

3.6 Occupation description and workforce characteristics

Sterilisation services staff follow detailed processes to meet the standard requirements to process reusable medical devices. These devices may be used in a range of health organisations including dental facilities. Beautician and tattoo businesses are also included. Registration or licensing is not currently required. Many healthcare facilities require current vaccinations, including Hepatitis B and COVID-19.

ANZSCO classification¹

- Classified under unit group: 7119 Other Machine Operators
- Occupation group: 711914 Sterilisation Technician

Tasks:

- identifies equipment to be sterilized
- cleans and sterilizes surgical instruments and other hospital equipment
- operates a variety of sterilisation machines
- complies with infection control policies and procedures
- prepares and packs medical items.
- Skill Level: 4 (Requires a level of skill commensurate with AQF level III or IV. At least one year of relevant experience may substitute for formal qualifications. In some instances, relevant experience may be required in addition to formal qualification.)

The sterilisation services workforce reflects a diverse but evolving demographic profile, presenting several key trends and challenges. Professionals are generally evenly split between women and men, with some sites receiving slightly more applications from men, highlighting the importance of supporting gender diversity and equity. Many sites also employ culturally diverse staff.

The median age of sterilisation services workers is 50 years, with the vast majority aged between 30 and 60 years. The workforce is aging, with a significant proportion of employees approaching retirement. Females comprise of 67% of the workforce with 42% of people employed as sterilisation technicians working part-time. According to Seek (October 2025), the salaries for sterilisation technicians range from \$64,000 to \$75,000 per annum depending on location.

¹ <https://www.abs.gov.au/statistics/classifications/anzsco-australian-and-new-zealand-standard-classification-occupations/2021/browse-classification/7/71/711/7119#711914-sterilisation-technician> (23 October 2025)

Sterilisation Technician workforce characteristics ²	Sterilisation Technician
Number of people employed	4,800
Part-time share	42%
Median weekly earnings	N/A
Median age	50
Female share of employment	67%
Annual employment growth	N/A

Employers and training organisations are increasingly recognising the importance of attracting staff to the sector to ensure sustainability. Geographic distribution further influences workforce demographics. Urban areas host the majority of sterilisation services, but rural and remote regions face persistent workforce shortages. These disparities are partly due to limited training opportunities and less appealing working conditions in non-metropolitan areas. Employers in these regions often report difficulties in recruiting and retaining staff with specialised skills.

Cultural diversity within the workforce is increasing, reflecting national demographic trends. Employers emphasise the need to strengthen cultural competency and inclusion to foster respectful, equitable workplaces. Understanding these trends is vital for developing strategies that address workforce challenges and support the sustainability of the sterilisation services sector.

3.7 Key job roles

The desktop research revealed a range of roles and responsibilities associated with sterilisation services roles including:

- infection control
- cleaning and disinfecting reusable medical devices
- packing and maintaining reusable medical devices
- sterilising reusable medical devices
- work health and safety
- communicating and reporting.

² <https://www.jobsandskills.gov.au/data/occupation-and-industry-profiles/occupations/711914-sterilisation-technicians> (23 October 2025)

A range of job titles and interrelated roles exist within the sterilisation service sector. Titles identified included:

- Sterilisation Technician
- Sterilisation Assistant
- CSSD Technician
- CSSD Manager
- CSSD Aid
- Instrument Technician
- Endoscopy Service Assistant
- Endoscopy Reprocessing Technician
- Practice Assistant/Sterilisation Technician.

Sterilisation Technician / Assistant

Sterilisation technicians / assistants, clean, package and reprocess medical devices, equipment and linen for use in health and non-health care settings including hospitals and clinics. Their role is crucial for preventing the spread of infection by ensuring all items are clean, sterile and in appropriate condition for use in patient care. Sterilisation technicians / assistants work with sterilising machines and follow strict infection control procedures. Typically, the Certificate III in Sterilisation Services is recommended at entry level.

CSSD (Central Sterile Services Department) Technician

CSSD technicians are healthcare professionals responsible for the cleaning, sterilising and distribution of medical instruments and equipment to ensure patient safety. They play a crucial role in infection control by maintaining high standards of hygiene and preparing sterile surgical supplies. Key responsibilities include cleaning and disinfecting reusable medical devices and equipment, assembling instrument sets, and managing sterile stock.

Endoscopy Reprocessing Technician

An endoscopy reprocessing technician is a healthcare professional who cleans, disinfects and inspects endoscopes and their accessories to prevent the spread of infection. This involves meticulous cleaning, leak testing for damage, and high-level disinfection according to strict protocols and standards, such as AS 5369:2023. The role is critical for patient safety and ensuring the proper functioning of medical equipment.

3.8 Core skill categories

A range of job advertisements and position descriptions were reviewed to support this project, providing a comprehensive understanding of the roles and responsibilities of sterilisation services staff. Specifically, key skills emphasised in the job advertisements included:

- strong knowledge of current sterilisation standards

- knowledge of infection control protocols
- experience working in sterilisation services.

The most frequently requested skills and qualifications from this sample of job advertisements are illustrated in the following tables:

Frequently requested skills	Percentage of job ads
Communication skills	36%
Knowledge of sterilisation standards	23%
Knowledge of infection control protocols	3%
Experience working in sterilisation services	10%
Digital literacy	10%
Working in a team	23%
Working independently	17%
Time management and organisational skills	10%

Most frequently requested qualification / certification / requirement	Percentage
HLT37015 Certificate III in Sterilisation Services	43%
HLT47015 Certificate IV in Sterilisation Services	3%
Certificate III or Certificate IV in Sterilisation Services	26%
Gastrointestinal Nurses College of Australia Certification (GENCA)	6%
Working with Children Check	6%
National Police Check	3%
Immunisation proof	3%

3.9 Factors shaping the sterilisation services workforce

The sterilisation services sector is experiencing rapid transformation and significant growth, driven by a combination of technological advancements, evolving client needs, increasing demand for safe and effective infection control practices across healthcare settings, and regulatory change. This growth is underpinned by several key factors, including a rise in the number of medical and surgical procedures being performed, advancements in medical technologies, and the growing use and popularity of reusable medical devices.

As a result, there is an expanding need for skilled Sterilisation Services professionals who can operate advanced equipment, adhere to strict quality standards, and ensure compliance with updated regulatory requirements. This continued growth reinforces the importance of maintaining relevant, responsive, and future-focused training programs to support workforce capacity and capability.

a) Technological advancements

These changes are creating new demands on the workforce. Staff are increasingly required to operate advanced sterilisation equipment and adapt to updated protocols and procedures.

Tracking systems to support quality assurance and compliance activities include both manual and digital methods for monitoring the cleaning, disinfection, and sterilisation of reusable medical devices. The increasing use of digital tracking technologies has highlighted a clear need for the inclusion of digital literacy and technology-focused training within *the HLT37015 Certificate III in Sterilisation Services*.

Employers have identified that proficiency in digital systems is essential for accurate record-keeping, workflow efficiency, and adherence to regulatory and organisational standards. Incorporating digital education into the qualification will ensure graduates are prepared to operate effectively in modern, technology-enabled sterilisation environments, supporting both quality assurance and operational efficiency.

As the sector evolves, employers are seeking staff who are not only technically competent but also adaptable, digitally literate, and able to respond efficiently to changing workplace requirements. Emerging workforce requirements therefore include advanced technical skills, proficiency with technology-driven processes, and a strong understanding of regulatory standards and quality systems.

b) Regulatory changes

The 2023 revision of the Australian Standard to *AS/NZS 5369:2023, Reprocessing of reusable medical devices and other devices in health and non-health related facilities*, provides comprehensive guidelines for the cleaning, disinfection, and sterilisation of reusable medical devices across both health and non-health facilities, reflecting contemporary best practice and regulatory expectations.

The revised standard emphasises risk management, quality assurance, and compliance, necessitating a higher level of critical thinking, attention to detail, and accountability.

c) Regional and remote challenges

Employers in regional and remote areas face ongoing challenges in recruiting and retaining skilled sterilisation services professionals. Geographic isolation, limited access to professional development opportunities, and the smaller scale of local healthcare operations all contribute to these difficulties.

These factors make it harder to maintain a consistently qualified workforce, placing additional pressure on existing staff and increasing reliance on flexible, multi-skilled employees who can adapt to a range of tasks. Employers have emphasised the importance of strategies such as locally accessible training pathways, traineeships, and flexible work arrangements to support workforce stability and ensure compliance with safety and quality standards.

Addressing these challenges is critical for sustaining the quality and efficiency of sterilisation services in regional and remote settings, and for ensuring equitable access to skilled staff across the healthcare system.

d) Training accessibility

A lack of local training opportunities for *HLT47015 Certificate IV in Sterilisation Services* has been identified as a significant barrier for staff wishing to progress beyond Certificate III. Many potential candidates in remote and regional areas do not have convenient access to training facilities, limiting opportunities for skill development and career progression.

Employers highlighted that implementing traineeships could provide a practical solution, offering structured training alongside ongoing employment following completion of the *HLT37015 Certificate III in Sterilisation Services*. Such initiatives would not only enhance accessibility to higher-level qualifications but also support the development of a sustainable, locally based workforce.

Increasing the availability of flexible and regionally accessible training pathways is therefore critical to ensuring that the sterilisation services sector can maintain a skilled workforce capable of meeting both current and emerging industry requirements.

The sector transformation highlights the need for targeted training pathways that build on foundational skills while preparing staff for the complexity and dynamism of modern sterilisation service roles. This ensures the workforce is equipped to meet both current operational demands and future industry expectations.

3.10 Training and educational pathways

The Sterilisation Services sector offers structured training and educational pathways to prepare individuals for work. Two key qualifications, *HLT37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services* serve as foundational credentials for workforce readiness, equipping candidates with the technical and practical skills required to meet industry demands.

There are 18 RTOs and TAFEs that are registered to deliver *HLT37015 Certificate III in Sterilisation Services* and *HLT47015 Certificate IV in Sterilisation Services*, and 8 of these are registered to deliver the Certificate III nationally across Australia.

Enrolments and Completions		
Qualification enrolments	2022	2023
HLT37015 Certificate III in Sterilisation Services	2,025	2,780
HLT47015 Certificate IV in Sterilisation Services	775	915
Qualification completions	2022	2023
HLT37015 Certificate III in Sterilisation Services	475	495
HLT47015 Certificate IV in Sterilisation Services	185	210

HLT37015 Certificate III in Sterilisation Services

The *HLT37015 Certificate III in Sterilisation Services* is designed to equip learners with the competencies required for roles such as Sterilisation Technician, CSSD Technician, and Instrument Technician. Core skills developed through this qualification include:

- Infection control, ensuring safe handling and processing of medical instruments.
- Reprocessing of reusable medical devices, covering cleaning, disinfection, and sterilisation procedures.
- Tracking of reusable medical **devices**, including both manual and digital systems to support quality assurance and compliance.

These core competencies provide the foundation for safe, efficient, and compliant practice within sterilisation services, preparing graduates to meet the operational and regulatory expectations of contemporary healthcare settings.

HLT47015 Certificate IV in Sterilisation Services

The *HLT47015 Certificate IV in Sterilisation Services* is designed to support sterilisation services staff employed in supervisory or advanced technical roles within a sterilisation services unit. This qualification builds on the foundational skills developed in the Certificate III, preparing candidates for leadership responsibilities, operational oversight, and more complex reprocessing tasks.

It is noted that 5 units of competency are duplicated across the Certificate III and Certificate IV qualifications. Despite this overlap, candidates currently have the option to enrol directly into the Certificate IV, allowing experienced or suitably skilled individuals to progress into advanced roles without first completing the Certificate III.

This flexibility supports workforce development by enabling tailored pathways for both new entrants and existing staff seeking career progression, while maintaining alignment with industry expectations for supervisory and advanced practice roles.

3.11 Flexible learning pathways

Sterilisation services qualifications are accessible through multiple pathways, including full-time study, part-time delivery, and traineeships. Many Registered Training Organisations (RTOs) offer flexible and blended learning options, such as online theory combined with workplace-based practical components.

This flexibility is particularly valuable for learners in regional and remote areas, where workforce shortages and limited access to training facilities can present barriers to participation. Flexible delivery models and traineeship pathways help ensure that training remains accessible, supports local workforce development, and responds to the specific needs of employers and healthcare services in these regions.

4 Employer interview findings

To complement the desktop analysis, targeted interviews were conducted with a diverse group of employers from the sterilisation services sector, including representatives from large and small health care organisations, and stand-alone sterilisation services that reprocess and transport reusable medical devices. These conversations provided in-depth, qualitative insights into how sterilisation services roles operate in practice, the specific tasks carried out day-to-day, and the real-world expectations of the workforce. The employer interviews also helped validate the findings from job advertisements and expanded the understanding of the challenges and opportunities currently facing the industry.

4.1 Key role and functions in the sterilisation sector

Employer interviews provided a comprehensive view of the roles that contribute to sterilisation services. Employers described a range of job functions including how sterilisation services staff move through many different areas of work and the importance of this work in client care. The comprehensive list of functions and sub-functions has been provided in section 4.2.

4.2 Workforce skill requirements

During employer interviews, participants were asked to identify the essential skills and attributes required of today's sterilisation services workforce. Their feedback reflects both the technical competencies and interpersonal qualities necessary for success in an industry that is adapting to a new Australian Standard.

The following table outlines key performance requirements, along with illustrative examples and the corresponding skill or attribute classification.

Performance Requirements		Examples	Skill/Attributes
1.	Clear verbal communication and active listening	- Actively listen to instructions and clarify processes when required. - Communicate appropriately with team and other services to allow coordination of workflow	Skill
2.	English literacy	- Ability to speak, read and write English to interact with colleagues, follow instructions, monitor tracking processes and complete reports - Contribute to reports	Skill
2.	Technical capability	Applying knowledge of maintenance and sterilisation techniques for reusable medical devices.	Skill

Performance Requirements		Examples	Skill/Attributes
3.	Digital and technological proficiency	• Maintaining accurate records, ensuring data entry compliance. Participating in quality assurance activities. • Use digital literacy skills to support work processes • Embrace emerging technology and new instrumentation	Skill
4.	Problem Solving	• Problem solves as required	Skill
5.	Teamwork	• Ability to work as part of a team. • Mentor new colleagues	Skill
6.	Organisational	• Support efficient workflow to meet demands on department • Meet urgent deadlines	Skill
7.	Adaptability	• Ability to adapt to changing priorities in line with client needs.	Attribute
8.	Innovation	• Contribute to ideas for process improvement	Skill
9.	Cultural sensitivity	• Respecting and recognising cultural differences when working with colleagues from diverse backgrounds.	Attribute

4.3 Workplace settings

Sterilisation services staff are employed across a range of professional settings, each requiring a combination of technical, interpersonal and contextual knowledge. Their primary work environment remains within sterilisation departments. These range in size from single-person departments through to departments that have 40 plus employees. Some sterilisation departments are staffed 24 hours over 3 shifts and run 7 days per week. Employees work a mix of part-time and full-time.

It is noted that many sterilising departments are tasked to re-process loan kits and dental equipment that is delivered from an external site.

4.4 Career pathways

Due to the lack of qualified applicants, sterilisation services staff often enter the sector unqualified. Sterilisation services roles require in-depth knowledge of infection prevention and control processes and the cleaning, disinfecting and packing of reusable medical devices. The role requires the worker to operate sterilisation equipment. The ability to participate in Quality assurance activities is also required.

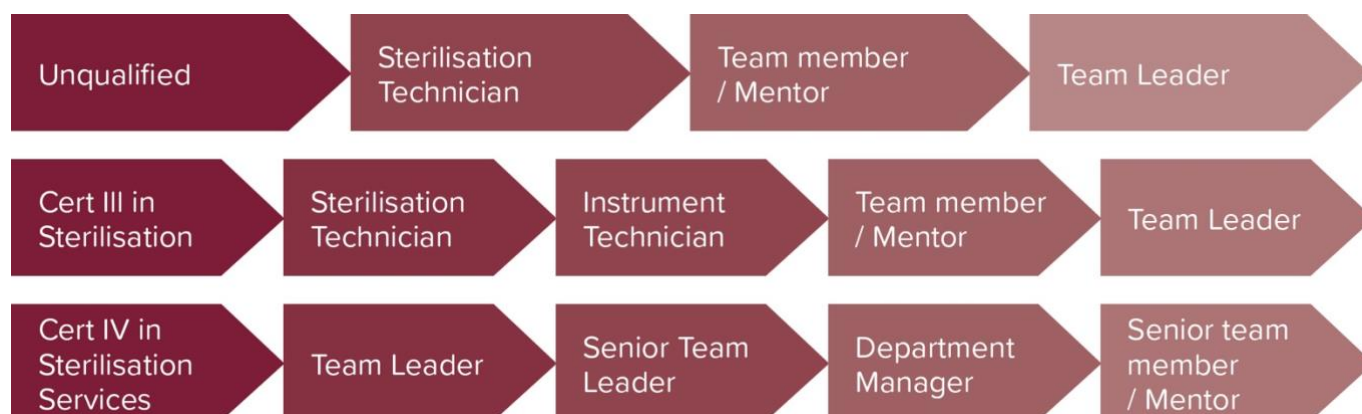
Employers noted that many individuals transition into formal training pathways to enhance their skills and career prospects. It has been noted that some employers require enrolment in *HLT30715 Certificate III in Sterilisation Services* as a condition of employment. Some employers fund this education and request a commitment of 2 years' service.

To support this, most employers provide sterilisation department orientation and in-house training to support workers.

There are a range of opportunities for advancement to positions of team leader and management roles, dependant on the requirements of the individual sterilisation department.

Based on employer interviews conducted during the functional analysis, the following map showcases key pathways identified for sterilisation services professionals.

The career pathway map illustrates the progression of roles within the sterilisation services sector, highlighting both unqualified and qualified positions and the potential for advancement.



Sterilisation Technician

Sterilisation Technicians come from many industries, including from nursing and health care assistant backgrounds. Others are not associated with the health industry prior to employment.

The sterilisation technician role attracts people holding nursing qualifications including Assistant in Nursing, Enrolled Nurse and Registered Nurse.

Many hospital-based Sterilising Departments are managed by Registered Nurses, some Registered Nurses will hold the Certificate III in Sterilisation Services.

Qualified and unqualified sterilisation services workers can fill team leader or management roles, but preference is for the person to hold Certificate III in Sterilisation Services. Some management roles require the person to hold a Certificate IV in Sterilisation Services. Many large sterilisation services are managed by Registered Nurses.

Qualified roles

Sterilisation services worker (qualified): This role represents a foundational position for qualified professionals, with responsibilities including reprocessing reusable medical devices and infection control procedures. Qualified sterilisation services staff can pursue further education including *HLT40715 Certificate IV in Sterilisation Services* to move into a senior or supervisory role. Workplaces may also offer internal training to assist advancement.

Advancement opportunities

Career progression within the sterilisation services sector allows professionals to apply their technical expertise and develop leadership and mentoring capabilities. These opportunities are not plentiful, and hospital sterilisation departments are often managed by Registered Nurses.

4.5 Industry preference for qualifications

The results of the functional analysis indicate that the Certificate III in Sterilisation Services remains the preferred qualification among employers across the industry. This nationally recognised qualification is viewed as the standard benchmark for ensuring that staff possess the technical knowledge, practical skills, and professional competencies required to complete sterilisation services. However, in practice, many employers' report difficulty in recruiting staff who hold this qualification. Factors contributing to this include:

- limited availability of qualified graduates entering the workforce
- geographic constraints, particularly in regional or remote areas
- high industry demand, which outpaces the current supply of trained personnel.

As a result, many employers have adopted a more flexible approach to recruitment, prioritising strong communication skills, English literacy and digital skills over formal qualifications.

Individuals with varied backgrounds are employed in sterilisation services. These individuals are then supported through:

- structured in-house training programs, which introduce key processing techniques and knowledge of reusable medical devices
- mentoring by experienced staff
- support to gain formal qualification.

This approach helps to bridge immediate workforce gaps and supports sterilisation service continuity and is a method to future safe the industry. For this reason, many employers are supportive of training

pathways that allow staff to transition from in-house learning to formal qualifications, often through part-time study models or traineeships.

While the Certificate III in Sterilisation Services is highly valued, the current workforce model in many businesses relies on a hybrid approach, recruiting for potential, training internally, and supporting progression toward formal qualifications. Any future workforce development strategy should aim to improve access to accredited training while recognising the important role that in-house training continues to play across the sector.

4.6 On the job training

The sterilisation services sector places significant emphasis on practical, workplace-based learning as a means of developing and sustaining its workforce. Given the hands-on nature of the role and the need for staff to stay current with evolving practices, such as Australian Standard AS:5369, on-the-job training is a critical component of workforce development. This includes both formal traineeships and in-house training models that support staff from entry-level positions. Employers across the sector consistently highlighted the importance of ongoing, contextualised training to ensure staff are equipped with the skills and confidence required to meet the needs of the sterilisation service.

Traineeship provision

Certificate III in Sterilisation Services is currently approved as a traineeship across all Australian states, providing a structured pathway for individuals to earn while they learn within the sterilisation services sector. Based on employer interviews, conducted as part of this research, it appears that formal traineeship models are usually offered by larger health care organisations. These organisations typically have the infrastructure and resources to support trainees through nationally recognised qualifications alongside practical workplace experience.

In-house training

Provided across the sector, in-house training is a common and vital component of workforce development. Most sterilisation services deliver orientation and structured internal training programs tailored to the organisation's processes, products, and service models.

Even when formally qualified staff are employed, contextualised in-house training is preferred to ensure alignment with specific procedures and technology use. In-house training is also viewed by employers as an essential element of continuous professional development (CPD). It enables staff to stay up to date with:

- updated Australian Standards
- new technologies and equipment
- evolving product ranges and clinical procedures
- regulatory and safety requirements.

In summary, on-the-job learning is deeply embedded in the sterilisation services sector, with in-house training playing a central role in both initial workforce development and ongoing upskilling. While formal

qualifications are valued, particularly by larger employers, the sector continues to rely on internal training to meet operational needs and support staff progression.

4.7 Challenges identified

Through interviews with employers and industry representatives, several critical challenges have been identified that impact the performance, quality, and sustainability of the sterilisation services workforce. The sector is facing significant challenges, including workforce shortages across metropolitan, regional, and remote areas, an ageing workforce, and a reliance on unqualified staff. These challenges reflect the changing demands of the profession particularly in response to technological advancement. Employers consistently emphasised the need for more practical training, but also acknowledged that workplaces were very diverse in the equipment they use.

Employers report ongoing difficulties in attracting and retaining skilled professionals, particularly in rural locations, where limited access to training further intensifies these issues.

The following table outlines key challenges highlighted during consultations and their implications for workforce development.

Challenge	Description and context
Knowledge of Infection Control	Employers reported that new staff often lack knowledge of infection control principles and processes.
Communication skills	Many employers stressed the growing need for sterilisation service staff to communicate with team members, and employees from related workplace departments, this includes communicating technical information. This skill is essential to the continued safety of clients who are treated with reprocessed reusable medical devices.
Digital literacy	There is a rising demand for digital literacy skills including tracking and reporting systems that are required in many sterilisation services.
English literacy	Employers have emphasised the need for English literacy. Many employees come from non-English Speaking Backgrounds (NESB) and may require assistance to support the high-level communication needs of the workplace.

4.8 Employer feedback on training gaps

Employer interviews identified several critical gaps in current training programs for sterilisation services professionals. These gaps highlight the need for targeted enhancements in technical knowledge, digital

literacy, and practical workplace experience to ensure graduates are fully prepared for contemporary industry demands.

Key feedback from employers is summarised in the table below, outlining specific gaps and recommended solutions. For example, employers consistently emphasised the importance of equipping graduates with a thorough understanding of the revised AS 5369 Standard and its application in both health and non-health facility settings. In addition, communication skills, adherence to processes, and the ability to work effectively in team-based environments were noted as areas requiring strengthened focus within training programs.

By addressing these gaps through targeted curriculum improvements, training programs can better align with workforce needs, ensuring graduates are competent, confident, and ready to meet the operational, regulatory, and quality requirements of the sterilisation services sector. These improvements will also support a sustainable, adaptable, and technology-capable workforce capable of responding to evolving healthcare practices.

5 Functional mapping

This section presents the outcomes of the functional analysis conducted as part of the research into the sterilisation services workforce. Functional mapping is a structured process that identifies and breaks down the core functions and sub-functions performed by individuals in key job roles within the sector. By defining the actual tasks carried out in the workplace, this process provides an evidence-based foundation for aligning qualifications and units of competency with real-world job demands.

5.1 Functions and sub functions

To support the functional mapping process, this section outlines the primary roles identified within sterilisation services. Drawing from desktop research and employer interviews, each role is described in terms of its primary purpose and associated tasks. A visual functional map has been presented in [figure 3](#).

Roles	Functions performed	Sub functions
Sterilisation Technician (Grade 2)	Work Health and Safety	• Applying infection prevention and control practices, including PPE • Comply with AS:5369 requirements • Adhere to work, health and safety processes • Managing hazardous materials, sharps, and biohazard waste safely. • Following safe work procedures and ergonomic practices. • Participating in emergency or incident response within sterile services.
	Operate equipment	• Inspect and confirm equipment availability ahead of requirements • Follow manufacturer's instructions for use to operate machinery and use chemicals • Select and operate specialised reprocessing equipment • Perform electrosurgical insulation testing as required • Identify and report faulty equipment
	Process reusable devices	• Receive and document incoming reusable medical devices • Use tracking systems during reprocessing

Roles	Functions performed	Sub functions
		• Identify reusable medical devices • Disassemble and reassemble instrument sets ensuring completeness against tray lists. • Follow procedures to complete initial cleaning of reusable medical devices • Applying correct lubricants and packaging according to sterilisation requirements. • Follow procedures to inspect reusable medical devices for cleanliness • Follow procedures to pack reusable medical devices • Label and prepare instruments for reprocessing. • Load, operate, and monitor sterilisation cycles according to validated parameters. • Minimise risk of cross contamination during cleaning processes • Managing contaminated items safely to prevent cross-contamination • Recording and interpreting physical, chemical, and biological indicators. • Ensure all reprocessed items meet compliance requirements • Report and reprocess non-compliant reusable medical devices • Follow procedures to store reprocessed items • Deliver reprocessed items when required • Distribute processed devices • Participate in quality assurance activities
	Maintain stock levels	• Clean and organise stock rooms • Check and maintain stock levels
Sterilisation Technician (Grade 3 in some workplaces) – in addition to	Maintain specialty non-stock levels	• Receive, de-box and check stock items delivered • Reconcile stock items with delivery information • Clean and organise stock rooms • Follow environmental and sustainability practices

Roles	Functions performed	Sub functions
Grade 2 Sterilisation Technician duties listed above	Customer service and administration	• Answer enquiries and respond to customer requests • Perform day to day administrative tasks
	Quality assurance	• Ensure data integrity for audit and recall purposes • Report quality assurance activities • Contribute to ideas for process improvement • Contribute to equipment validation processes
	Leadership and teamwork	• Manage staff scheduling and performance • Mentor new colleagues

5.2 Mapping to qualifications

Mapping between functions and subfunctions to the training products under review was conducted to highlight the alignment between industry requirements and the competencies provided in the qualifications. This mapping is intended to ensure that units of competency address foundational skills for essential tasks and specialised capabilities for advanced or niche roles.

The findings from the recent functional analysis have highlighted several areas where additions or enhancements could strengthen the qualification. These observations point to opportunities for improving the relevance, currency, and alignment of training products with evolving industry needs and practices. The following are the key observations and findings that support these potential improvements.

Workforce requirements	Current coverage in training products	Functional analysis outcomes indicating opportunities for improvement
Core sterilisation skills	HLTSTE001 Clean and disinfect reusable medical devices	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369
	HLTSTE002 Inspect and pack reusable medical devices	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369 in all units Suggestion to change sequencing to meet work requirements
	HLTSTE003 Sterilise loads	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369

Workforce requirements	Current coverage in training products	Functional analysis outcomes indicating opportunities for improvement
	HLTSTE004 Manage sterile stock	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369 Suggestion to include load and handle internal transport as delivery is usually internal
	HLTSTE005 Care for reusable medical devices	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369
	HLTSTE006 Chemically disinfect reusable medical devices	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369 in all units
	HLTSTE007 Monitor and maintain cleaning and sterilisation equipment	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369 in all units
	HLTSTE008 Monitor quality of cleaning, sterilisation and packaging processes	Feedback suggested a need to update terminology to reflect that used in the current Standard AS:5369 in all units Suggestion to update title of unit to support consistency with other units of competency

Comment: Suggestions have been received to restructure *HLT47015 Certificate IV in Sterilisation Services* by removing the duplication of 5 units of competency included in *HLT37015 Certificate III in Sterilisation Services*.

6 Recommendations and next steps

6.1 Recommendation for updates in qualifications and units

Based on the functional analysis outcomes and the table provided, here is a list of recommendations for updates to the 2 qualifications and eight units within the sterilisation services training package. These recommendations aim to ensure alignment with current industry needs, address workforce gaps, and incorporate stakeholder feedback.

- remove the duplicated units from Certificate IV in Sterilisation Services
- review training package requirements for Certificate IV in Sterilisation Services
- update terminology in all training products
- update training products to reflect current technologies and processes
- review elective units included in Certificate IV in Sterilisation Services
- consider inclusion of more leadership and management units for Certificate IV in Sterilisation Services.

6.2 Next steps

Based on the outcomes of the functional analysis and supporting research, the qualifications and units within the sterilisation services training package will now undergo review in consultation with members of the technical committee. Draft training products reflecting the proposed updates will be made publicly available for feedback. This will be followed by a national consultation process, engaging a wide range of stakeholders, including training providers, industry peak bodies, employers, subject matter experts, and other key representatives. These consultations will ensure the revised training products are industry-informed, practical, and fit for purpose to meet the current and emerging needs of the sterilisation services sector.

7 Appendices

Appendix A: Job Advertisements Analysis Spreadsheet

Job Advertisements/ Position Descriptions Review

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
Experienced CSSD Technician (Full time)	Cleaning, disinfecting surgical instrumentation	- Minimum 6-month experience in a Hospital CSSD - Understanding of Infection Control principles - Basic computer skills - Background working in clinical/health environment - Practical interpersonal communication skills - Exposure to Sterilisation Services in a healthcare environment - Previous experience in a CSSD role with the ability to work in all areas with a high degree of autonomy and accountability	Certificate III in Sterilisation Services	Mater private hospital Redland, QLD	Seek 02/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
CSSD Sterilising Technician (Full time)	Sterilising instruments including ophthalmic and general and endoscopy knowledge	- Minimum of 2 years' experience as sterilisation technician - Prefer Certificate III graduate	Prefer Certificate III in Sterilisation Services	Miami Private Hospital Gold Coast, QLD	Seek 02/05/2025
CSSD Sterilising Technician (Casual/vacation)	To ensure a timely and adequate supply of sterile surgical equipment and instruments for surgical procedures adhering to up-to-date infection prevention and control policies as well as other departmental policies including AS/NZ Standard 4187:2014.	12 months experience in CSSD position - Adequate knowledge and understanding of AS/NZ Standard 5369:2023 - Ability to communicate and cooperate with surgical team - Excellent time management skills - Work effectively with minimal direct supervision	Certificate III in Sterilisation Services (HLT37015)	Orange eye Centre, NSW	Seek 02/05/2025
CSSD Technician (Casual)	The key responsibilities of this role include reprocessing and sterilisation of instruments and equipment according to	- A high level of efficiency & accuracy - Knowledge of and adherence to safe work practices	Certificate III in Sterilisation Services (HLT37015)	PresMed Australia – Epping Surgery Centre	Seek 05/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	hospital and Australian Standards.	The ability to manage time and workflow within a multi-disciplinary team			
Endoscopy Reprocessing Technician (Full time)	As an endoscopy cleaning technician, you will become an integral member of our clinic and be responsible for the cleaning, processing and management of endoscopes, instruments and the automated scope washing systems.	- Excellent communication skills, fluency in written and spoken English - Must be able to work independently and work well in teams - A passion for working as part of a busy team - Demonstrated commitment to the continued quality improvement and best practice principles - Relevant Endoscopy, Day Surgery experience (Desirable) - Ability to work within the Mission and Values of the organisation	- Endoscope reprocessing certification - Knowledge of AS/NZ standards 5369 2023, and GENCA	Centre for Digestive Diseases, Sydney NSW	Seek 05/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
CSSD Technician (Casual part-time)	• required to clean, disinfect, and sterilize equipment used for patient care. High level of efficiency & accuracy • Knowledge of and adherence to safe work practices • The ability to manage time and workflow within a multi-disciplinary team • Process excellent communication skills • Be computer literate • An enthusiastic approach in the delivery of high standard of care • The role rotates through our CSSD department.	• A knowledge of the principles of disinfection and sterilisation standards desirable • high level of efficiency & accuracy • Knowledge of and adherence to safe work practices • The ability to manage time and workflow within a multi-disciplinary team • Process excellent communication skills • Be computer literate • An enthusiastic approach in the delivery of high standard of care	• Certificate III in Sterilisation Services or equivalent qualification desirable or willing to undertake CSSD Technician training	Cura Day Hospitals, Blacktown, NSW	Seek 5/5/2025
CSSD Sterilisation Technician (Casual)	• Not included	• Current Working with Children Check and Police Check.	• Certificate III in Sterilisation.	Maitland Private Hospital, NSW	LinkedIn 09/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
		• A team player with strong collaborative interpersonal skills with well-developed verbal and written communication skills. • Experienced Instrument Technician with 2+ years' experience and current knowledge of all aspects of sterilising services. • Experience in a CSSD department with cleaning, decontaminating, sorting and assembling surgical instrument trays. • Immunisation evidence and serology report in accordance with NSW Health.			
Sterilisation Technician (Full time)	• Sterilising and decontaminating medical instruments and equipment using advanced technologies, ensuring they are safe for reuse.	• Demonstrated knowledge of instrumentation and experience with tracking systems • Exceptional interpersonal and communication skills	• Cert 3 or Cert 4 in sterilisation Services	Freshwater Day Surgery, Brookvale NSW	Seek 09/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	- Inspecting, assembling, and packaging surgical instruments and trays, preparing them for surgical procedures - Performing leak tests, quality checks and cleaning of flexible scopes in the sterilising services department. - Maintaining sterilisation equipment and monitoring performance to ensure operational efficiency and compliance with standards. - CSSD stock area management and stock control. - Adhering to infection control standards, which is essential for patient safety and regulatory compliance.	Experience in ophthalmic, endoscopy & gastroscopy, oral & maxillofacial procedures highly desirable			

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	Collaborating with multiple departments to ensure timely and accurate service delivery, facilitating smooth operations across the hospital.				
CSSD Manager (Full time)	- Over-seeing a high standard of evidence based Sterilization services to the operating theatre and other clinical departments within the hospital - As the CSSD Manager you will adhere to Australian College of Operating Room Nurses (ACORN) standards and plan, assess, implement and evaluate the cleaning, sterilization and packing of hospital instruments - Provide clinical leadership - providing direction, support,	- Minimum 3 - 5 years' experience working in a senior role within a CSSD - Sound knowledge of accreditation standards ACHS/AS/NZ 4187 Standards and HICMR - Demonstrated ability to show leadership and the ability to work with a wide range of people in a team environment - Demonstrate excellent written and verbal communication skills - Exceptional organisational skills and attention to detail	Certificate III or IV in Sterilisation Services	Darwin Private Hospital, NT	Seek 09/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	supervision, teaching and specific clinical specialty direction for CSSD Technicians	- Intermediate computer literacy skills - including MS office and various data bases - An interest in promoting best practice patient care - A focus on professional development			
Endoscopy Reprocessing Technician (Part time)	Reprocessing endoscopes	- Experience in reprocessing endoscopes is preferred but not essential. - Effective communication and interpersonal skills. - Strong attention to detail and strong task orientation. - Proven ability to work effectively in a team environment and independently when required. - Excellent time management skills	- Certificate III in Sterilisation Services - Endoscopy Reprocessing Certified (GENCA)	St Vincents Private Hospital, Brisbane, QLD	Linkedin 12/05/2025
CSSD Technicians and Aides	Sterilise and decontaminate medical instruments and	Maintain sterilisation equipment and monitor performance	Certificate III in Sterilisation Services	St Andrew's Hospital,	Seek 01/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
(Full time)	equipment using advanced technologies	• Adhere to infection control standards • Collaborate with multiple departments to ensure timely and accurate service delivery	(required for level 3 position) • Permanent Level 2: From \$29.92/hour + super • Permanent Level 3: From \$32.88/hour + super • Casual Level 2: From \$37.40/hour + super • Casual Level 3: From \$41.10/hour + super	Toowoomba, QLD	
CSSD Technician (casual/vacation)	• Apply appropriate cleaning methods, disinfecting agents and procedures on surgical instrumentation. • Process equipment for transfer to an external	• Minimum of 6mth experience working in a hospital CSSD • A demonstrated understanding of infection control principles. • Basic computer skills • A background working in a clinical / health care background	• Certificate III in Sterilisation Services • Salary range: \$35.92 - \$36.97 (Assistant in Nursing CSSD) per hour plus 11.5% superannuation	Mater Private Hospital, Redlands, QLD	Indeed 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	sterilising unit where necessary. • Assist the perioperative clinical team in delivering clinical care under the direction and supervision of the Registered and Enrolled Nurses when necessary. • Maintain a sound knowledge of surgical instruments and packaging techniques. • Conduct all sterilisation procedures following accepted sterilisation methods and principles. • Process endoscopic equipment for multi-use purposes. • Store sterilised items appropriately to maintain sterility and maximise access and efficiency.	• Practical interpersonal and communication skills • Exposure to Sterilisation Services in a healthcare environment • Previous experience in a CSSD role with the ability to work in all areas with a high degree of autonomy and accountability.			

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
CSSD Technician (Full time)	• Assist in the cleaning, assembly, inspection, wrapping and sterilisation of surgical instruments and medical equipment for both clinical departments and external customers. • Work in conjunction with the Operating Theatre staff to provide timely sterile products, trays and equipment where applicable • Work efficiently with your team to manage pressing deadlines • Undertake some lifting and be able to be on your feet for the shift	• CSSD experience preferred. • Your positive outlook will enable you to collaborate effectively with our team and independently as required. • You will be customer service oriented in both internal and external settings. • Excellent interpersonal, communication and time management skills • Exceptional organisational skills	• Certificate III in Health Service Assistance - Sterilisation Services (Essential	Hillcrest Rockhampton Private Hospital, Rockhampton QLD	Indeed 12/09/2025
CSSD Technician (Part time)	• Oversee the sterilisation practices, ensuring all infection control standards are adhered to.	• Ability to work independently & within a Team	• Certificate III or IV in Sterilising, recognised in Australia	Brisbane South Private Hospital, Brisbane, QLD	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	• Manage the cleaning, packing, and sterilising of reusable instruments and equipment used in the operating theatre. • Perform, interpret, and document quality assurance tests on instrument washers and sterilisers. • Maintain and manage the electronic tracking system. • Implement loan set tracking procedures. • Supervise the effective processing and supply of Operating Room instruments and equipment.	• Solid experience in a fast-paced CSSD hospital environment • Demonstrated knowledge of instrumentation and experience with tracking systems • Experience in the above specialties desirable • Exceptional interpersonal and communication skills • High attention to detail and commitment to excellence • Sound knowledge of AS/NZ <u>4187 2014</u>			
CSSD Technician (Full time)	• Previous experience in Central Sterilising Departments.	• Not included	• Certificate 3 in Sterilising	Gold Coast Eye Hospital, Robina, QLD	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	• Proven ability to work effectively in a team environment and independently as required • Proven ability to show initiative				
CSSD Attendant (Full time/Part time/Casual)	• CSSD Attendant working across the public and private sector • Shifts available across Adelaide • Flexible hours	• Proven experience • Excellent verbal and written communication skills • Ability to adapt in new environments	• Certificate 3 in sterilisation	Healthcare Australia – Nursing SA, Adelaide SA	Seek 12/05/2025
Sterilisation Assistant (Full time)	• Effectively decontaminate, inspect and clean dental instruments and equipment • Maintain accurate records and documentation of the approved process • Ensure compliance with all relevant health and safety	• Superior customer care and customer service delivery at all times • Experienced in multi-tasking and managing tasks in a timely and efficient manner • Professional conduct always in a fast-paced environment	• Cert III in Dental advantageous	Studio Smiles Dental, Adelaide, SA	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	and infection control standards • Setting up clinical bay/s for dental procedures • Ensure seamless running of clinical bays where equipment is on hand at all times • Maintain a clean and organised working environment at all times • Perform basic laboratory duties when required • Assist with stock management • Supporting administrative tasks for the Director, Practice Manager and Clinicians	• Mature outlook and the commitment to support the practice and the team at all times • Superior level of professionalism and personal presentation at all times • Reliable and punctual in attendance always and willingness to cover when required • Excellent communication skills • Experience and proven ability in working within a team environment for positive outcomes • Ability to take direction and feedback for positive and productive outcome • Knowledge of infection control procedures in accordance with ADA guidelines advantageous			

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
		• Current Working with Children Check and Police clearance • Experience using Dental Software D4W or Similar			
Practice Assistant/Sterilisation Technician Casual/Vacation	• Effectively decontaminate, inspect and clean medical instruments and equipment • Maintain accurate records and documentation of the approved cleaning processes • Ensure compliance with all relevant health, safety, and infection control standards • Assist with the stock management of the practice • Ensure seamless running of busy clinics, ensuring clean equipment on hand at all times • Medical reception backup if required	• responsible for the processing and distribution of all reusable medical devices used for patient care, ensuring that all instruments, reprocessing methods, and the working environment adhere to standards, policies and procedures. • Primarily based in CSSD, this position may include cross skilling in the Calvary Endoscopy Department as a cleaning technician reprocessing endoscopes.	• Certificate III in Sterilising Services or equivalent or a willingness to obtain	Calvary Health Care Tasmania, Hobart TAS	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
Sterilisation Technician (Casual)	• work collaboratively in a multi-disciplinary healthcare team to support patient care needs. • Clean, sterilise, inspect and package surgical instruments • Provide timely sterile products, trays and equipment where applicable • Ensure all sterilising standards and infection control measures are adhered to • Support the Director of Nursing and other team members in managing resources • Manage documentation • Promote a culture of continuous improvement	• Solid Sterilisation Technician experience • Knowledge of AS 5369:2023 standards and infection control guidelines is essential • Proven experience in ophthalmology, dental, plastics, orthopaedics, interventional pain • Knowledge of sterilisation procedures and practices • Demonstrated passion for patients and healthcare • Exceptional interpersonal and communication skills, your positive attitude will enable you to work effectively alongside our team and independently as required • Exceptional organisational skills and attention to detail	• Certificate III or IV in Sterilising Services	Vermont Private Hospital, Melbourne, VIC	Seek 08/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	and excellence across all areas of the hospital You will ensure consistency and continuous workflow between the various Operating Theatre areas and CSSD whilst practicing exceptional customer service and maintaining the highest of operational standards of the sterilisation department				
Sterilising Technician Team Leader (Full time)	- Leading the daily operations of our sterilising team to ensure safe, efficient, and high-quality service delivery. - Overseeing compliance with AS 5369 and participating in quality audits. - Monitoring team performance and producing timely and accurate reports.	- Expertise in perioperative instruments and sterilisation/disinfection techniques. - Strong knowledge of relevant standards, guidelines, and technologies. - Strong written and verbal communication skills.	Certificate III or IV in Sterilisation Technology (required)	Sterequip, Epping, Melbourne, VIC	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	- Supporting a culture of safety in line with Work Health and Safety legislation. - Working collaboratively across shifts in a 24/7 operation. - Driving continuous improvement and process changes when required. - Undertake other duties as directed.	- Computer proficiency and experience with tracking and reporting systems. - Leadership experience in a high-performance or healthcare environment (highly regarded).			
CSSD Instrument Technician (Full time)	- Ensuring the accurate and timely delivery of service to meet the specific daily operational needs - Ensuring accurate processes are undertaken and documented - Actively participating in the quality improvement	- Experience and competence working in all areas of CSSD with an ability to plan, organise and prioritise work - A commitment to excellent customer service and quality improvement - A working knowledge of relevant regulations and standards impacting sterilising services	A minimum Sterilisation Services Certificate III for a Grade 3 position or Certificate IV for the Grade 4 position or equivalent qualification	Epworth, Warun Ponds, VIC	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	program within the department • Practicing within the requirements of the RMD sterilisation standards and standard operating procedures	• Demonstrated knowledge in the application of infection prevention and control practices, as well as OHS requirements as they relate to sterilising services			
CSSD Technician (Part time)	• Maintaining cleanliness of all work areas including benches, trolleys, machines and equipment • Cleaning, inspecting, assembling, packing and sterilising Reusable Medical Devices ensuring any damage is reported in a timely manner • Available to work a 7-day rotating roster including night shift.	• Strong attention to detail and strong task orientation • Commitment to continuous improvement and the achievement of excellence	• Certificate III in Health Service Assistant (Sterilisation Services)	Joondalup Health Campus, Perth, WA	Seek 12/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
Sterilising Technician (Part time)	• working collaboratively in a multi-disciplinary healthcare team to support patient care needs • supported by a friendly and experienced management and clinical team • Ensuring the standards of sterilising practice and infection control are followed at all times • Cleaning, washing, packing, wrapping and sterilising of reusable instruments, equipment and consumables used in operating theatre	• Experience in a fast paced CSSD hospital environment • Sound knowledge of sterilisation procedures, practices and standards • Demonstrated knowledge of instrumentation and experience with tracking systems • Exceptional interpersonal and communication skills • Experience in the above specialties highly desirable	• Cert 3 or Cert 4 in sterilisation Services	Southbank Day Surgery, South Perth, WA	Seek 12/05/2025
Sterilisation Assistant (Part time)	• responsible for ensuring the highest standards of sterilisation and infection control	• Excellent communication, listening, and interpersonal skills. • A positive and team-orientated approach to all you do.	• Previous experience in the dental field, as a Dental Assistant or Sterilisation Assistant	Halls Head Dental Centre, Halls Head, Mandurah and Pee, WA	Seek 13/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	thorough cleaning and sterilisation of various dental tools and kits	Strong organisational skills and ability to multi-task in a fast-paced environment			
Sterilisation Technician (Full time)	- Operate sterilisation chambers and ancillary equipment in a safe and effective manner. - Perform preventive and breakdown maintenance for the sterilisation chambers and ancillary equipment. - Perform calibration of instrumentation associated with the sterilisation chambers and ancillary equipment. - Schedule, coordinate and oversee external contractors (as required). - Assist in the preparation and execution of process	- Ability to work on a 4-day, 38-hour week rotating roster within the range of hours from 3.00am – 5.00pm Monday to Saturday. - Flexibility with occasional overtime as required. - Experience working in a processing/manufacturing environment essential. - Experience working to standard operating procedures and following WH&S regulations essential. - An understanding of sterilisation operations/process desirable. - Experience working with toxic and/or explosive chemicals and	Not included	Cook Medical, Eight Mile Plains, Brisbane QLD	Seek 13/5/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	validations and feasibility studies. - Record and review process performance and maintenance and calibration activities against specified parameters in an accurate manner. - Participate in the development of risk assessments. - Identify and implement improvement opportunities.	hazardous atmospheres desirable. - Experience working with computer-controlled production processes and PLCs desirable. - Strong proficiency with computers including but not limited to the Microsoft Office Suite. - High level of technical aptitude with the ability to analyse technical problems.			
Endoscopy Service Assistant (Part time)	This role focuses on patient handling, environmental cleaning, equipment reprocessing, and logistical support to ensure the efficient operation of the Endoscopy Unit. All direct patient care is undertaken under the direction and	- Strong interpersonal skills, commitment to high-quality customer service, and ability to work both independently and collaboratively. - Effective time management, with the ability to prioritise tasks in a fast-paced environment.	Formal qualification or extensive experience in endoscopy reprocessing or sterilisation services, with knowledge of OH&S, manual	Aegis Health, Murdoch, Perth, WA	Seek 15/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	supervision of Registered Nurses (RN) or Enrolled Nurses (EN), in accordance with organisational policies and procedures.	• Commitment to continuous improvement, quality assurance, and availability to work across morning and afternoon shifts, Monday to Friday. • Demonstrated understanding of infection control principles and reprocessing guidelines. • Ability to take initiative, is self-motivated, and can work as part of a team with minimal supervision. • Exhibit a strong work ethic by consistently displaying punctuality, integrity, respect for others, and a dedication to professional standards	handling, and hazard management. • Tertiary qualification in nursing and current registration as a Registered Nurse with Nursing and Midwifery Board of Australia through the Australian Health Practitioner Regulations Agency (AHPRA).		
Sterilising Technician (Part time)	• working collaboratively in a multi-disciplinary healthcare team to support patient care needs	• Experience in a fast paced CSSD hospital environment	• Cert 3 or Cert 4 in sterilisation Services	Southbank Day Surgery, South Perth, WA	Seek 14/05/2025

Job Title	Core Responsibilities	Workforce Skills Requirements	Required Qualifications	Advertised by/org name	Source/date
	- supported by a friendly and experienced management and clinical team - Ensuring the standards of sterilising practice and infection control are followed at all times - Cleaning, washing, packing, wrapping and sterilising of reusable instruments, equipment and consumables used in operating theatre	- Sound knowledge of sterilisation procedures, practices and standards - Demonstrated knowledge of instrumentation and experience with tracking systems - Exceptional interpersonal and communication skills - Experience in the above specialties highly desirable			
CSSD Technician (Casual)	6 months experience working as a theatre technician - Compliance with ACQSHC	Not included	Certificate III in health service assistance	Pulse Staffing, Adelaide, SA	Indeed 13/05/2025

Appendix B: List of employer organisations that participated in the functional analysis interviews

Interview Attendees	State	Number of attendees
Sterequip Victoria	VIC	1
Bendigo Health	VIC	1
St George Hospital	NSW	1
Dhelkaya Health	VIC	1
Swan District Health	VIC	1
Melbourne Health	VIC	1
Monash Health	VIC	2
Queensland Children's Hospital	QLD	1
Sunshine Coast Health	QLD	1
Gold Coast University Hospital	QLD	1
Calvary Bruce Private Hospital	ACT	1
Children's Hospital, Westmead	NSW	1
St Andrew's Private Hospital, Toowoomba	QLD	1
Rockhampton Hospital	QLD	1
Campbelltown Hospital	NSW	1
Government RTO	NSW	1

Appendix C: Employer interview questionnaire

Your Organisation

Your organisation

1. What is the size of your organisation?

- How many of your work sites use sterilisation services?
- In which states and territories do you operate?

2. What is the size of your organisation?

- Sterilisation Technicians
- CSSD Technicians
- Sterilisation Assistants
- Endoscopy Reprocessing Technicians
- Sterilisation or CSSD Managers

3. Do employees involved in sterilisation also work in other areas of the business?

4. Do sterilisation employees work at multiple work sites?

5. Do you use an external sterilisation service?

6. Do you prefer to hire employees with prior experience in this area?

7. Do you exclusively hire individuals who already hold relevant qualifications?

8. What qualifications or certifications do you prefer potential employees to hold?

9. Do you conduct on-the-job training?

10. How do people receive that training?

11. Are you an in-house RTO?

12. Does your organisation accept sterilisation services students for work placement?

Job roles and functions

1. What is the common job title or career term used for sterilisation workers?

2. What does a typical day look like for a sterilisation employee? Are there steps/procedures they must complete daily?

3. Do your sterilisation employees work:

- Independently or without supervision
- With re-useable medical devices
- Participate in quality assurance activities
- Work with or interact with children on the job. If so, in what capacity and do they receive any specialized training for this

4. Do your sterilisation technicians work with re-useable medical devices

5. Do your sterilisation workers participate in quality assurance activities?

6. Do your sterilisation employees work with or interact with children on the job?

If so, in what capacity? Do they receive any specialised training for this?

7. Would you be willing to share your sterilisation role position descriptions with us?

Attracting and retaining staff

1. Who is your typical candidate/applicant?

- 2. Male / Female
- Approximate age group
- Culturally and linguistically diverse people
- Aboriginal and Torres Strait Islander people

2. What are the top five skills and qualities you consider most valuable or essential for working in sterilisation?

3. Do you include qualifications as prerequisites or criteria in your recruitment process?

4. Are you familiar with the sterilisation qualifications currently available?

5. If qualifications are not preferred for new employees, is it because they are considered not fit for purpose?

6. Is there a clear career pathway for individuals with sterilisation services qualifications?

7. What pathways are available?

8. What types of training are offered to support career pathways and staff retention?

9. Is training provided for working with individuals with special needs? If so, what training is offered in this area?

Industry

1. How is your industry affected by:

- Political influences
- Technological changes
- Socio-economic changes – for instance higher demand for sterilization services due to higher procedure numbers